

# HOUSE OF REPRESENTATIVES

Olympia, Washington

## Bil Analysis

Bil No. HB 1447

Requiring agencies

to maintain websites

Brief title

Hearing Date 2/3/99

Rep Milosch Haigh

Sponsor(s)

Staff Steve Andin

State Government Committee

Phone 786-7127

### BACKGROUND:

A number of state agencies operate toll-free lines.

Among the toll-free numbers, the following are required by state law:

- o The Department of Health operates toll-free for complaints made about the operation of licensed day homes.
- o The Department of Social and Health Services maintains toll-free for complaints about the delegation of nursing tasks to nursing assistants in long-term care facilities.
- o The Department of Community, Trade and Economic Development, in partnership with a private firm, provides long-term ombudsman services that include toll-free for complaints made about nursing homes.
- o The Department of Social and Health Services maintains toll-free for complaints about adult family homes.
- o The Department of Social and Health Services maintains toll-free twenty-four hot lines to receive reports of violations of conditions for juveniles in residential community facilities.

### SUMMARY:

Each state agency that maintains a toll-free phone line for reporting a violation shall maintain an internet website for the public to report a violation. The agency shall investigate the reported violation.

reports findings each person who reported the violation in a request by the person making the report.

The department shall conduct a public information program to inform the public about the website and toll-free telephone line.

**FISCAL NOTE:** Not requested.

**EFFECTIVE DATE:** Ninety days after adjournment of the session in which it is passed.